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No July Provider Council Meeting

This is a reminder that the Provider Council **will not** be meeting in July per Council guidelines. If there is anything pressing that you would like communicated to the membership, please email Rhonda Cooper at rhonda6367@yahoo.com and she will distribute the information.

The next Provider Council meeting is scheduled for **August 25 at 9:30 a.m. at** Partners' Hickory Office, 1985 Tate Blvd. SE, Hickory, NC 28602. An intellectual and developmental disabilities meeting is scheduled to follow at 12:30 p.m. We hope to see you there.

Mark your Calendar! September Provider Webinar

The next Provider Webinar will be held:

Date and Time: Wednesday, Sept. 13, 2017, 1 p.m., **via WEBINAR**

Description: Partners Behavioral Health Management hosts a Provider Webinar each quarter. Topics to be discussed during the September 13 webinar include:

- Credentialing Update
- Provider Consortium and Outcomes Consortium Updates
- Program Integrity Tips and Trends
- Whole Person Integrated Care

Registration is required: [Click here to register.](#) If you have questions about this event, please contact Roanna Newton by emailing newton@partnersbhm.org, or calling 828-323-8054.

UPDATED Provider Operations Manual Available

Partners has updated the Provider Operations Manual effective July 17, 2017. The updated version is available on the Provider Knowledge Base at <https://providers.partnersbhm.org/orientation-packet-provider-operations-manual/>.

If you have questions regarding the content, please contact your [Account Specialist](#).

Partners' 2017 Community Needs Assessment

Partners is pleased to present the 2017 Community Behavioral Health Needs Analysis for your review, and appreciates your assistance in gathering information for this report. This analysis is an important step to understand the needs and services available today, and assists in identifying areas where service development may be needed.

You can read the 2017 Community Behavioral Health Needs Analysis [here](#), or you can view the [June Provider Webinar](#) to learn more about the results.

Credentialing Update

As previously announced, Partners' credentialing process is now being managed completely in-house effective July 1, 2017. Our delegation agreement with Vaya has now ended. Please see announcements and reminders related to this change below:

CAQH: We will continue to import information from CAQH into our database for all credentialed clinicians. As this will be the official information of record for these clinicians, please ensure that **all of your credentialed clinicians** do the following:

- Update their CAQH information and are in a "complete" status ("Initial Profile Complete" or "Reattestation")
- Give Partners authorization (either through global authorization or specific authorization for Partners) to view their information

Symplr (Cactus) Database: We continue to work with our vendor, Symplr, to fully implement our credentialing database.

- We will send out a Provider Alert and/or a Provider Communication Bulletin when the system becomes available.
- Until then, please continue to use the updated forms that are available on Partners' Provider Knowledge Base (<https://providers.partnersbhm.org/provider-enrollment-credentialing/>) and submit them as indicated on the forms.

Credentialing Team Contact Information: If you have questions regarding the credentialing process or any outstanding credentialing applications, please feel free to call **Partners' credentialing phone line at 704 842-6483** or Fielding Yelverton, Credentialing Supervisor, at (704) 884-2505. Additionally, you may email questions to Partners' Credentialing Team at CredentialingTeam@partnersbhm.org

Attention Providers: Explanation of Benefits now requested for Coordination of Benefits Claims

Beginning September 1, 2017, Partners will begin requesting a copy of the Explanation of Benefits for consumers/claims submitted indicating *Coordination of Benefits*. The request will originate via email from Partners.

Once requested, please submit the information, via secured email, prior to the date indicated in the emailed request. If a response is not received, the original claim payment will be recouped.

If you have questions regarding this process, please contact Rhonda Colvard by emailing rcolvard@partnersbhm.org or call 704-842-6486.

Claims Information

Top Five Medicaid Claim Denials—May 2017

Claim Denial	Provider Recommended Action Steps
Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.
The procedure code/bill type is inconsistent with the place of service.	Contact your LME/MCO.
Invalid DCN (Document Ctrl #) or resubmission ref #	Look at your RA with the original claim number and make sure you entered it correctly.
Claim received after billing period	Write off charges as non-billable. Do not rebill.
Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.

Claims Training: [AlphaMCS Portal University](#) is an available resource and guide for navigating AlphaMCS. If you need additional claims training, email rcolvard@partnersbhm.org to schedule a time for training.

As always, if you have questions about claims submission, please email claims_department@partnersbhm.org or call 704-842-6486.

Psychological Evaluation Requirements for B3 Community Guide and B3 Supported Employment

IDD Day Program Providers that are transitioning away from Adult Day Vocational Program (ADVP) should note that Partners recently received clarification that psychological evaluations are not required every five years for adults with intellectual and developmental disabilities as they are for adults in the NC Innovations Waiver.

If you have recently received any IDD B3 Community Guide and Supported Employment denials for this reason, please resubmit your authorizations again. Utilization Management is aware of this clarification.

Thanks to each of our IDD Day Program providers who are working hard to transition people to services, and integrating best practices that offer a meaningful day and that are person-centered for each of our consumers.

Consumer and Family Advisory Committee Seeks Members

Partners' Consumer and Family Advisory Committee (CFAC) makes an impact in the policies and treatments for members, families, friends, neighbors and communities. The group is looking for volunteers to represent the following areas:

- Intellectual or Developmental Disabilities: Gaston County
- Mental Health: Burke and Surry counties
- Substance Use: Burke, Lincoln, Surry counties

Interested in learning more or applying to serve on CFAC? You can visit CFAC's webpage at <http://www.partnersbhm.org/consumer-family-advisory-committee/> or contact Shirley Moore by calling 704-884-2646 or emailing smoore@partnersbhm.org.

Targeting Housing Program

The Targeted Housing program is a great program to connect your consumers to affordable and permanent housing. The goal of the program is to connect low income persons with disability income, who are receiving supportive services, to housing that is:

- Affordable
- Decent
- Permanent
- Integrated in communities of choice
- Accessible
- Independent

To assist your consumers to access this program, become a referral agency by completing a one hour training class with DHHS. The referring agency's role is to refer eligible persons, assist persons in the application process and provide ongoing supportive services to help them live successfully in the community.

Please contact Bre Griffin, Housing Educator for more information about becoming a referral agency at 704-884-2514 or email at bgriffin@partnersbhm.org.

Website Updates

The following items have been updated on the Partners' Provider Knowledge Base, <https://providers.partnersbhm.org>:

- The Provider Operations Manual has been updated and is available at <https://providers.partnersbhm.org/orientation-packet-provider-operations-manual/>.
- A number of IDD-related Clinical Criteria Checksheets have been updated or added. It is located at <https://providers.partnersbhm.org/clinical-criteria-checksheets/>.
- The B3 Peer Support Service Definition has been updated and is posted at <https://providers.partnersbhm.org/service-descriptions/>.
- The Change Request Form has been updated and the Release and Consent for Background form has been added to the Credentialing webpage (<https://providers.partnersbhm.org/provider-enrollment-credentialing/>)

Partners Training Academy Opportunities

All Partners Training Academy sessions are **FREE** to registered attendees. Be sure to register at www.PartnersTraining.com.

If you have any questions about Partners Training Academy events, please contact Kali Sbalbi, Public Relations Training Coordinator, by emailing Training@PartnersBHM.org or calling 704-884-2669.



Ethics of Cultural Competency

Monday, August 7, 2017, 9:00 AM – 4:00 PM, Gastonia, NC ([Registration](#))

Monday, September 11, 2017, 9:00 AM – 4:00 PM, Hickory, NC ([Registration](#))

Description: This unique interactive experience is an exploration of what “cultural competency” means in today’s world, from the perspective of how cultural influences impact our perceptions, particularly in behavioral health-related businesses. A range of culturally relevant topics will be addressed that directly impact the worldview and ethical behavior of professionals. Several group activities will be interactive, and experiential activities will be used to examine and discuss these topics in relevant and meaningful ways. *Who Should Attend?* Anyone involved in services involving mental health, substance abuse, and developmental disabilities. This training is specifically designed for the perspective of both the clinical and administrative staff at all levels of agencies.

Trainers: Joanna Linn, Ph.D., LPCS, LCAS, CCS, Fellowship Hall, Drug and Alcohol Recovery Center and Michele Edelen, MBA, Policy Advisor for Community Affairs, NC Division for Mental Health,

Developmental Disabilities, and Substance Abuse Services

NC TOPPS 101 & Super User ([Registration](#))

Wednesday, August 16, 2017, 9:00 AM – 12:30 PM, Webinar

Description: Partners' Quality Management staff offers NC TOPPS 101 and NC TOPPS Super User webinars on a quarterly basis. NC TOPPS 101 is an introduction to NC TOPPS and includes a demonstration of the NC TOPPS online system for the provider agency's staff user. The NC TOPPS Super User training outlines the roles and responsibilities of the NC TOPPS Super User. NC TOPPS 101 starts at 9:00 AM; Super User Training starts at 10:30 AM.

Trainer: Veronica Somerville, MHA, MBA, Quality Management Analyst, Partners Behavioral Health Management

Person Centered Thinking ([Registration](#))

Tuesday, August 29 – Wednesday, August 30, 2017, 9:00 AM – 4:30 PM, Hickory, NC

Description: Person Centered Thinking (PCT) training serves as a foundation and philosophical framework for everyone who is involved in supporting people with disabilities. This activity-filled, two-day training consists of applied stories, guided exercises, group work and discussion, wherein the participants acquire core skills in Person Centered Thinking.

Trainer: [Evelyn McGill](#), MA, LPC, LCAS, CCS, NCC, Mental Health and Substance Use Utilization Management Care Manager, Partners Behavioral Health Management

Person Centered Planning ([Registration](#))

Tuesday, September 19, 2017, 9:00 AM – 4:30 PM, Hickory, NC

Description: Person Centered Planning (PCP) is a process designed to empower the person receiving treatment by focusing on what they want for their lives; instead of designing a plan based on resources available. The training goals and objectives are to:

- understand the value of good planning
- know how to prepare and develop document plans
- measure progress
- define Medical Necessity
- identify what is important to, and for, the individual and family, and to use both in developing the plan
- write, update and revise Person Centered Plans

Trainer: [Evelyn McGill](#), MA, LPC, LCAS, CCS, NCC, Mental Health and Substance Use Utilization Management Care Manager, Partners Behavioral Health Management

Introduction to Motivational Interviewing ([Registration](#))

Thursday, September 21 – Friday, September 22, 2017, 8:30 AM – 4:30 PM, Gastonia, NC

Description: Motivational Interviewing (MI) is an evidence-based treatment that addresses ambivalence to change. MI is a conversational approach designed to help people with the following:

- Discover their own interest in considering and/or making a change in their life (e.g., diet, exercise, managing symptoms of physical or mental illness, reducing and eliminating the use of alcohol, tobacco, and other drugs)

- Express in their own words their desire for change (i.e., “change-talk”)
- Examine their ambivalence about the change
- Plan for and begin the process of change
- Elicit and strengthen change-talk
- Enhance their confidence in taking action and noticing that even small, incremental changes are important
- Strengthen their commitment to change

Trainer: [Laurie Conaty](#), MSW, LCSW, LCAS

Registration Now Available!

Benchmarks' Partnering for Excellence (PFE) Conference

Thursday, August 17, and Friday, August 18, 2017, Statesville Civic Center, 300 S Center St, Statesville NC. **To Register, [click here](#).**

Partners is proud to be a project partner and sponsor of Benchmarks' upcoming *Partnering for Excellence Conference*. This conference focuses on the redesign of the local child welfare/behavioral health system, changing the way departments of social services (DSS), local management entities-managed care organizations (LME-MCOs), local providers, and the wider community understand the need for accessible, appropriate mental health services for children, youth and families who have experienced potentially traumatic events. Partnering for Excellence bridges the cultural and financial divides between the DSS and LME-MCO by aligning processes around a common clinical assessment and shared responsibility around treatment decisions and outcomes management.

At this conference, you will:

- Learn how the pathway has been implemented and how this has led to an increase in resiliency efforts by community agencies
- Discover outcomes from Benchmarks' Rowan Department of Social Services & Cardinal Innovations partnership
- Understand the long-term impact of trauma on children
- Interact with others in your own system to determine trauma responsive approaches
- Interact with colleagues in your local area who are also working to create a trauma informed response

We will also have a special screening of the film *Resilience*, an exploration into the developments of medical studies where conditions like heart disease can be linked to childhood experiences, on Thursday evening, August 17. [A full agenda is available here](#).

Alerts and LME/MCO Joint Communication Bulletins

Provider Alerts are sent to all providers subscribed through Constant Contact for “Information for Providers” and “All Partners’ Communications.” Published alerts are available on the Provider Knowledge Base at <http://providers.partnersbhm.org/provider-alert-archive/>.

Alerts issued since the last Provider Bulletin:

June 30, 2017 – [Taxonomy Edits, Credentialing, No July Provider Council Meeting](#)

June 28, 2017 – [Rapid Response; Credentialing and Enrollment; PKB Updates](#)

July 12, 2017 – [AlphaMCS Downtime](#)

All **LME-MCO Joint Communication Bulletins** can be found at <http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>.

Recent Joint Communication Bulletins:

- [#J255 Annual Quality Strategy and Quality/Performance Improvement Projects](#)
- [#J256 Back-up Staffing](#)
- [#J257 State-Funded Inpatient Behavioral Health Services](#)
- [#J258 New Requirements for Validation of Encounter Data](#)
 - [Encounter Data Certification Form July 2017](#)
 - [Encounter Data Signature Authorization Form July 2017](#)
- [#J259 Innovations Waiver Community Living and Supports and State Plan PCS](#)

Providers are encouraged to review the monthly NC Division of Medical Assistance Medicaid Bulletin. Bulletins are posted at <https://dma.ncdhhs.gov/2017-medicaid-bulletin-and-index>.

Announcements and Resources

NC DHHS Listening Sessions: Strategic Plan: The North Carolina Department of Health and Human Services is holding a listening session on services for behavioral health, developmental disabilities and substance use disorders as it prepares to develop a Strategic Plan for the community and facility-based service system. The goal of the listening session is to get public input to determine what services and programs are working well, and what recommendations should be considered.

Topics of interest include:

- Access to providers and services
- Affordability of providers and services
- Special populations and conditions (Veterans, Traumatic Brain Injuries, Autism, etc.)
- Navigating the system
- Improving quality of care
- Integration of physical and behavioral health

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Listening sessions will be held:

- July 20, 2-4 p.m. – Jackson County DSS, 15 Griffin Street, Sylva, N.C. 28779
- July 27, 2-4 p.m. – Pasquotank County DSS, 709 Roanoke Ave., Elizabeth City, N.C. 27909
- July 31, 2-4 p.m. – Frontier RTP Classroom, 800 Park Offices Drive, Research Triangle Park, N.C. 27709

If you cannot attend a Listening Session, you may provide input by:

- Emailing BehavioralHealth@dhhs.gov
- Sending your feedback via U.S. Mail to NC Department of Health and Human Services, 2001 Mail Service Center, Raleigh, N.C. 27699-2000
- Delivering written input to NC Department of Health and Human Services, Dorothea Dix Campus, Adams Building, 101 Blair Drive, Raleigh, N.C.
- Calling 1-855-262-1946

The Strategic Plan will be presented to the North Carolina General Assembly in January 2018.

Request for Proposals, Cleveland County Schools—Referral Agency for Outside School Hour Autism Support Services School Year-2017-18: Cleveland County Schools (“CCS”) is currently requesting proposals from appropriately licensed, local eligible to be or currently credentialed and contracted with Partners and endorsed providers to accept referrals for students with autism who need services outside the school day. The treatment model of applying agencies should complement existing school programs and ensure continuity between school and home. The agency should provide a continuum of services or have access to a network for referrals that encompasses a full continuum of services. To view the RFP, [click here](#). Sealed responses must be submitted by 3 p.m. on Friday, August 4, 2017.

Save the Date: NADD 34th Annual Conference and Exhibit Show: The 34th Annual NADD Conference and Exhibit Show will be held November 1-3, 2017 at the Sheraton Charlotte Hotel. To learn more and register, please visit <http://thenadd.org/34th/>.